

Providing Supportive Services in TAY Housing



Daniel's Village, a program of Step Up on Second – MHSA TAY Housing Project
Emily James, LCSW Program Manager
Marcy Venegas, MSW Life Skills Coordinator

Daniel's Village

2624 Santa Monica Blvd.
Santa Monica, CA 90404



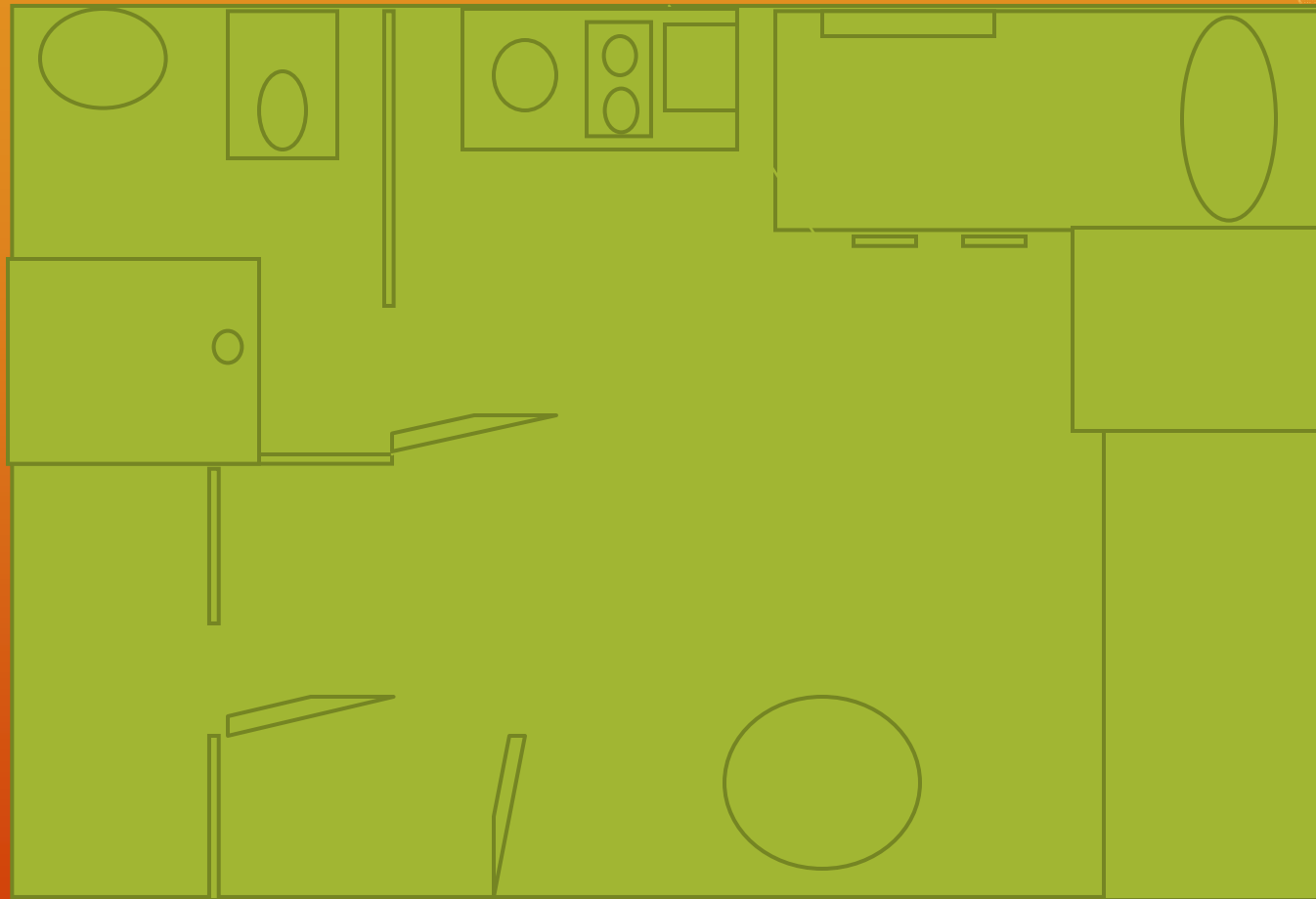
Daniel's Village was the first MHSA Funded Housing Project for TAY

- Acquisition of the Village Motel was 2007, units were renovated and project opened in August 2009
- 7 units of Permanent Supportive Housing for homeless TAY ages 18-25 who have a mental illness
- City of Santa Monica designated "Santa Monica preference" for tenants
- Total cost of project \$3.5M; \$2M from the City of SM; \$800K from DMH in capital funding
- DMH MHSA housing also provides ongoing subsidies both from MHSA and TAY funding sources for supportive services.



- Converted the units of the Village Motel into SRO units with private bathrooms, kitchenettes etc. No roommates. We ONLY provide permanent housing
- Located in a very vibrant mixed residential/commercial area, close to local stores and bus lines
- Tenants pay no more than 30% of their income towards rent
- Subsidies available for move-in costs

Daniel's Village Unit





- 13 Tenants in 3 years of project existence
- Ave. length of stay is 1.5 years
- 90% of TAY who leave project have moved to permanent housing

Beginning Challenges turned “Opportunities”

- NIMBY – Sunset Park Experience
- Working with local business/schools
- Historical Preservation Society
- Relocation of existing tenants
- Proximity to Daniel’s Place

HOUSING FIRST



Housing First is an approach to ending homelessness that centers on providing homeless people with housing quickly and then providing services as needed. Housing First does not require persons to “earn” their housing, or demand sobriety or health/mental health treatment as a condition for access to housing

Housing First Principles



- Immediate and primary focus is on helping individuals and families quickly access and sustain permanent housing.
- Housing is a right to which all are entitled
- Housing is not time-limited
- No objective way to determine when someone is “ready” for housing

Service Delivery



- Issues that may have contributed to a household's homelessness can best be addressed once they are housed
- A variety of services are delivered primarily *following* a housing placement to promote housing stability and individual well-being;
- Such services are time-limited or long-term, and vary in intensity, depending upon individual need
- Housing is not contingent on compliance with services. Instead, participants must comply with a standard lease agreement and are provided with the services and supports necessary to help them do so successfully. (National Alliance to end Homelessness)

Considerations for Supportive Services for TAY



SUPPORT SERVICES ARE
ACCESSIBLE, FLEXIBLE AND
TARGET RESIDENTIAL
STABILITY



TAY Cultural Competency

- Infuse an understanding of adolescent development into program design and practice.
- Recognize tenants as young adults with full rights and responsibilities.
- Embrace a youth development framework.
- Acknowledge that youth are inherently in transition.
- Anticipate aging in place.
- Provide a mix of relevant and responsive services.

Residential Stability

- Don't set rules that expect people to screw up. Make rules that encourage youth to do well.
- As much as possible, make all rules and expectations clear.
- Let youth contribute to rule-making – TAC meetings
- Don't make the program rules too restrictive so you lose the youth who are most vulnerable and need the most help.
- Youth with mental health issues need extra attention and flexibility from housing staff.
- The most vulnerable youth have access to the least resources, and are most likely to end up homeless.

Harm Reduction

- Don't have a zero tolerance policy. Everyone should have a chance to make mistakes and learn from them.
- Listen, Align and Plan
- Make sure your program does not contribute to homelessness. If you have to ask a youth to leave, work with them to find another alternative.

Natural Consequences

- Allow youth in the program to become adults by making decisions for themselves—and suffering or enjoying the consequences.
- Allow youth to mess up.

Support Staff at DV

- Life Skills Coordinator
- Daniel's Place
- FSP & FCCS Programs
- In Home Supportive Services



Life Skills



- Life Skills Coordinators are in addition to other support staff within the agency.
- Each tenant completes “Life Skills Curriculum” upon entry to the program
- Weekly Life Skills Group is held to address areas of need
- Monthly Tenant Advisory Council meeting to address needs/concerns of the DV Community.

Pre Move In



- Collaborate with Property Manager to find name of client, move in date, and case manager info.
- Coordinate with Property Manager to be present at time of move in.
- Connect with Case Manager (Obtain ROI).
- What to expect? Who will provide sheets, food, etc. at move in
- Your role as a: collaborator, liaison, support service.

Day of Move In



- Life Skills Service Coordinator (LSSC) will meet with new tenant and case manager to welcome tenant to the community
- LSSC will provide new tenant with a packet of material to help adjust new tenant to community
- How to be a good neighbor
- Phone numbers of appropriate staff and emergency numbers

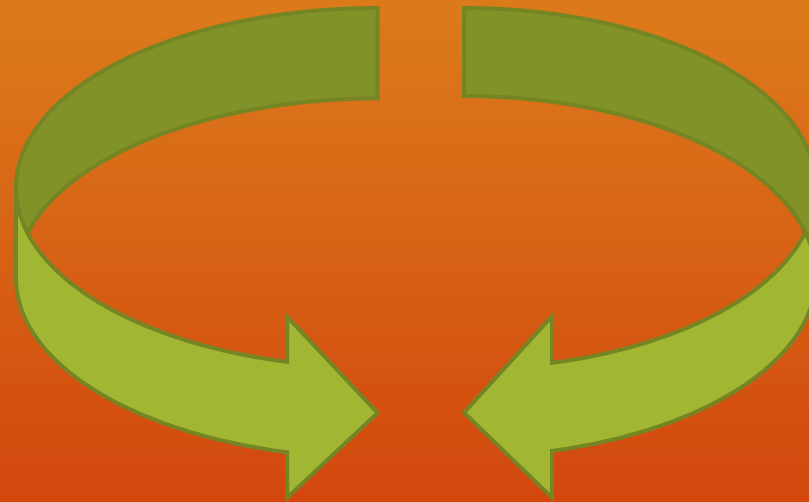
1 week after move in

- Check in with tenant regarding questions
- Schedule appointment to do the Life Skills Assessment Inventory
- Speak to case manager about your role as LSSC and how to be of service; gather background information on tenant; what areas might the cm suggest you can be of service.
- Encourage case manager to make regular home visits within the first month - 3 months of move in (weekly at minimum or as needed).

2 - 4 Weeks Out

- Conduct Life Skills Assessment Inventory with client (Preferably in-home).
- Assess which areas client may need most assistance and offer suggestions/referrals.
- Determine frequency of home visits based on needs (daily, weekly, monthly)
- Case conference new tenant with supervisor or team
- Complete Individualizes Service Plan
- Develop according to tenant goals relating to maintaining housing/ living independently

Relationships



Engagement Strategies

- Pace yourself
- Listen, observe, and communicate
- Maintain realistic expectations
- Use a non-judgmental approach
- Emphasize strengths vs. weaknesses
- Focus on desired behaviors
- Be consistent and reliable
- Negotiate and compromise
- Be positive, instill hope
- Celebrate the smallest successes

Peer Support



People who have like experiences can often better relate and offer more authentic support

Reduces feelings of infantilization – more open to building a relationship

Peers may offer more practical advice/strategies

Peers may be more likely to recognize warning signs

Future Considerations

- More diversified housing projects
- More family housing for TAY
- Increased funding for supportive services -- as important as the “bricks and mortar”